**Patient Guidance notes for SystmOne Online & User Policy**

We are pleased to offer you the facility to use “SystmOne Online” which provides internet services for patients over the age of 16 years to:

View, book or cancel doctor appointments, and

View a list of your current medication and send repeat prescription requests.

Please note that other medical records are currently not accessible.

**Appointments**

At present it is only possible for you to book a single doctor appointment via the on line system, please continue to contact the surgery for nurse appointments. If you are unsure as to whether you need a doctor or nurse appointment, please contact the surgery.

If you subsequently decide that you no longer require the appointment, please ensure that it is cancelled to enable the time to be offered to someone else – please cancel via the online system, by e-mail - fernhouse.cancellations@nhs.net or telephoning the surgery. **(Failure to cancel two on-line appointments will result in your on line account being suspended)**

**Repeat prescriptions**

Please note that when requesting a repeat prescription, you need to state in the comments box which pharmacy you would like it sent to or state if it is to be collected from the surgery. Some patients have already told us that you always want prescriptions to go to a particular pharmacy *If you wish to change the destination please ensure that you write in the comments box.* **We still require THREE working days to process prescription requests.**

**Registering**

If you would like to register for the on-line services, please complete the SystmOne Online Patient Application form (available on the surgery website or from the surgery) and bring it to the surgery between Monday and Friday **with Photographic proof of identification** e.g. passport or driving licence. Please avoid busy times of the day e.g. first thing in the morning and especially Monday mornings. Thank you.

To ensure confidentiality we are only able to accept registrations in person – i.e. you cannot give your details to anyone else to register for you. **User log in details and passwords will not at any time be faxed, emailed or posted to you or given out over the telephone they will only be given to you in person.**

Our reception staff will quickly register you and provide you with unique log in details and instructions for the website.

The aim of this service is to improve our communications with you and to ease the telephone congestion which many patients experience.

[**http://www.fernhousesurgery.co.uk/**](http://www.fernhousesurgery.co.uk/)